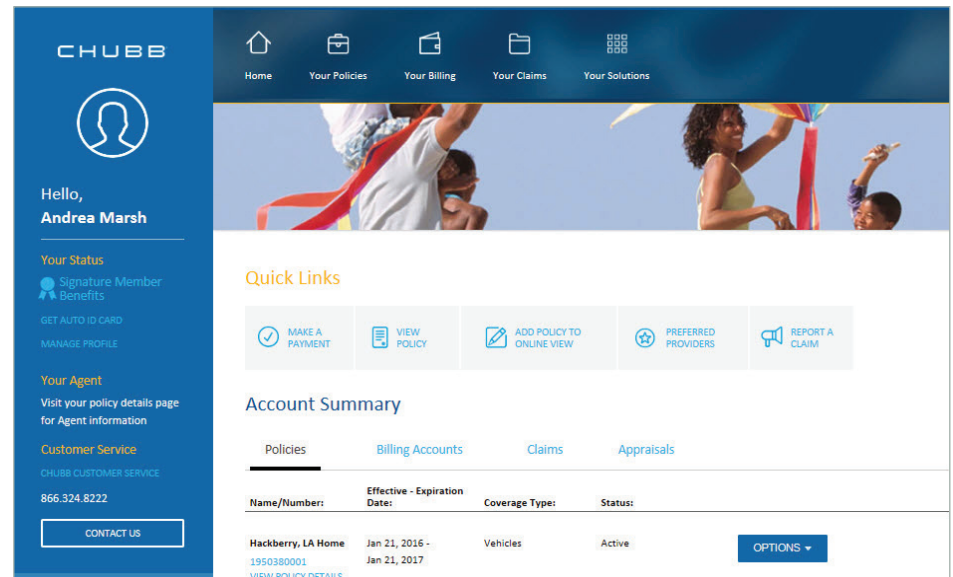


# Newly Redesigned Customer Portal for Masterpiece® Policyholders

## Announcement

CHUBB®



Chubb Personal Risk Services is excited to announce the launch of our new secure Customer Portal, the first in a series of enhancements brought to you by the new Chubb.

Our new Customer Portal is visually appealing, easy to navigate, and provides a wide array of capabilities for Masterpiece® policyholders. The new site initially supports Chubb Masterpiece policyholders, while the existing ACE Policyholder Portal continues to support legacy ACE policyholders. In the future, the best elements of both sites will be integrated into **one unified site**.

**From the new Dashboard, policyholders can easily access information about:**

- Masterpiece policies
- Billing and payment transactions
- Claim activity
- Home appraisals and inspections

### **A Modernized, Personalized Customer Experience**

In building the new Customer Portal, we've worked hard to make sure our customers find it **intuitive and easy to use**. In fact, we recruited existing Masterpiece customers to try to navigate the new site with no instruction and help us identify areas in need of improvement.

#### **Here are the highlights:**

- The **mobile-friendly design** automatically resizes its screens for the cell phone or tablet user.
- Signature and Premier clients have **one-click access** to the exclusive **Signature Suite** for free and discounted services.
- We've made it easy to find and **print Auto ID cards** – a common need for policyholders.

- **Convenient access to services** includes a paper free policy option, Wildfire Defense Services enrollment, and the Preferred Service Provider Network.
- Customers can opt to **pay their current bill online** or enroll in **Automated Payments** for future billing.
- Brief video vignettes explain insurance coverage in **easy-to-understand language**.
- Available **globally, 24x7**, the **secure site** has minimal down time for regular maintenance.

### **Enhancements for Your Agency**

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- **Co-Branding Opportunities.** The Portal is co-branded throughout with contact information for the agency of record. We can even display your agency logo, if it has been provided to us. For agencies that have earned the Cornerstone elite agent designation, that, too, is displayed. To request adding your agency logo to the site, please contact [premiersolutions@chubb.com](mailto:premiersolutions@chubb.com).
- **Agency Portal Improvements.** We're working aggressively to integrate and improve our agent and broker portals, incorporating many of the positive elements from our new Customer Portal.

### **This initial launch of our new Customer Portal is just the beginning.**

Later this year, the site will provide customers with clear, easy-to-understand details about where their claim is in the claim settlement "life cycle." Policyholders will be able to:

- **Upload claim documents and view payment information.**
- **Opt to receive e-mail or text notifications** about a claim, billing and payment activity, weather and other catastrophic events, and more.

To help us continually improve the Customer Portal after the initial launch, the site also provides a convenient **customer feedback option**.

Our new Customer Portal arrives at a particularly opportune moment. We're in business to be outward facing, to meet the needs of our customers, agents and brokers – and that's exactly what the new Customer Portal and improved Agent Portal will do.

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